

Release 10

## **Industry Interface Information Transmission #10 (12-21-98)**

**Attention AMAS Coordinators: Please share with State Office IRM's and Servicing Office Staff as soon as possible**

1. Please install MTFS Version 7.0 as soon as possible. **MTFS should be installed by December 31, 1998, to assure that your Office's MTFS will be Y2K compliant.** In addition, during the month of January, 1999, we will ask you to transmit a copy of your MTFS database to a server to establish a national MTFS database. We will use this database to prepare Agency Fair Housing reports. The program that we will provide to you to copy and transmit your MTFS database will require that MTFS Version 7.0 be installed. Further information will be provided to you regarding data preparation and transmission.

If you are having problems with installation of MTFS Version 7.0, please call the Centralized Help Desk (CHD) in accordance with your State's calling protocol. To avoid problems, CHD suggests that you make sure you have a current backup and "dmp" file prior to installing Version 7.0. They also suggest that if you are loading both the new versions of MTFS and MFIS, that you make sure one works before installing the other.

2. When you have installed MTFS Version 7.0, please review the information sheet regarding the changes to MTFS. Two of the most significant changes are that you can now modify a unit ID or tenant ID. If you know of a borrower that has delayed participating in the Industry Interface because of differences between the ID's they maintain and those on MTFS, you should revise MTFS as soon as possible. When you do make changes, print a new Quick Check report and make it available to the borrower.

3. When you enter the MTFS re-certification option without making changes, but update the record, MTFS will establish a new effective period for the tenant beginning after the expiration of the original effective period. If a borrower transmits a re-certification twice, or if you enter a paper copy and the borrower then transmits the same re-certification (effective on the same date for the same unit), MTFS will update the record a year in the future. We are examining ways to prevent this from occurring, but now you will need to go in through the modify tenant option and correct the effective date of the re-certification. We will advise you of any changes made in this function.

4. We have received several inquiries on when a TPA must be submitted to the National Office for revision. Please review Industry Interface fax #4 item 1. It states that a revised TPA must be sent to the National Office when the borrower ID as maintained on MTFS has changed, the borrower is being required to send their transmissions to a different Servicing Office or the software vendor changes (vendor changes will not result in the issuance of a new TPA number).

5. We have been advised that many project site managers do not have basic computer skills when they start Industry Interface transmissions. This results in Agency and vendor staff spending additional time with these site managers to obtain successful transmissions. You may

wish to refer people in this situation to basic computer classes sponsored by local community colleges or learning centers. These classes are usually inexpensive and may be approved as an eligible project expense as project site manager training.

6. Software vendors report that one of their most frequent transmission problems occur when borrowers purchase modems that are incompatible with their systems. Borrowers should be advised to check with their software vendors before making hardware purchases to assure compatibility.

7. The Industry Interface server has been enabled to allow for UNIX e-mail transmissions to the borrower as described in Appendix 2 of the Industry Interface System Automation Supplement. This will allow you to send more detailed return e-mail messages than those possible when rejecting the record under the MTI screen. The UNIX e-mail function is not able to accept message back from the borrower.

8. While most transmission questions can be answered routinely, at times it may be difficult to determine when a problem can be solved by the Agency or by a software vendor. Generally, the vendor is responsible for getting the borrower's transmission to the Agency's server. The Agency can assure that the ID numbers are correct and can verify if a transmission has been received. While the borrower remains responsible to assure that the information transmitted to the Agency is the correct, software vendors may also be called on by their customers to resolve issues raised on information received by the Servicing Office.

9. You may e-mail your monthly Industry Interface reports to [melba.swarey@usda.gov](mailto:melba.swarey@usda.gov)